



InstantCab Safety – 4 Steps



Pre Ride

Ride

Post Ride

InstantCab Safety



The Car



- ➔ Always carry proper driving documents with you (California drivers license, registration, insurance).
 - ➔ Let us know if your car insurance expires or license plate number changes. We should always have the most recent information. If not, we will have to suspend your driver account 😞
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- ➔ All cars must undergo a comprehensive inspection on the 19 points mentioned here: bit.ly/1heJeIE. We must take a photo of you and your car. You **cannot** drive with a car that hasn't been inspected or without the photos.
 - ➔ Complete state-required inspections to fix any issues that may make driving the car dangerous.
 - ➔ If your phone with the InstantCab driver app is lost or stolen, call us ASAP so that we can deactivate it.

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- Do not ever pick up a rider who makes you feel unsafe. Call Support.
- Do not discriminate a rider based on their race, color, age, disability, religion, sex, national origin, sexual orientation, *or their end destination*.
- Do not squeeze more riders in your car than legally possible with a seatbelt. Ask a member of their party to make another InstantCab request.
- Call InstantCab Support when safe and permissible if you get in an accident or pulled over while en-route to a rider.



- You must always have InstantCab branding on your car when picking up riders so that they can recognize you. Ask us for a **power decal, lightening bolt magnet, or flag**.
- Riders like to be picked up exactly where they requested their ride. Pull over to the curb to pick up riders. Do not pick up your rider in the middle of the road where they can get hurt.



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- ➔ Always offer extremely sick riders a ride to the hospital or friend's house. Non-responsive riders should be driven to the nearest hospital.
- ➔ You and every rider must follow the law and wear a seatbelt.
- ➔ Zero-tolerance is given in regards to drugs and alcohol. We will part ways with any driver if there is reason to believe they've been driving under the influence.

Getting Pulled Over

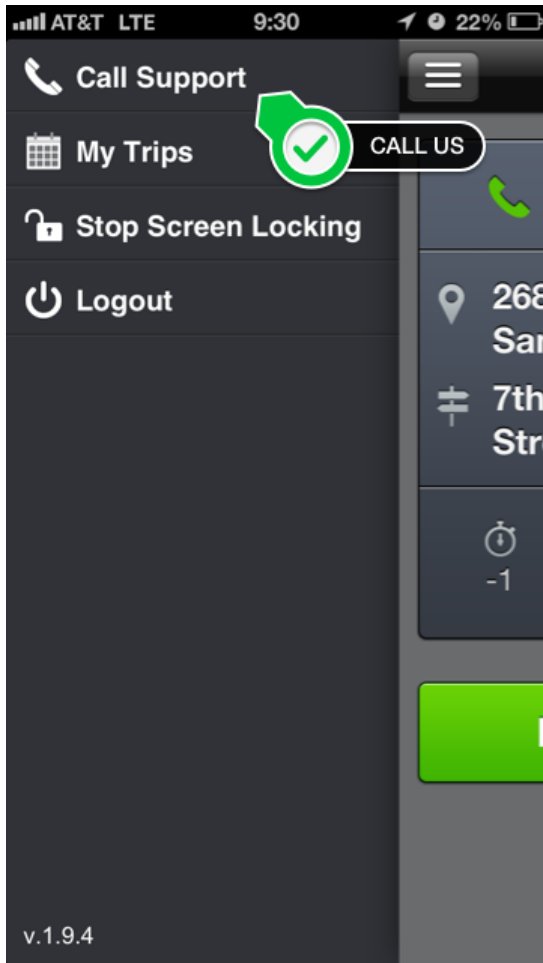
- ❑ As soon as safe & permissible, call Support.
- ❑ If rider is with you, allow them to leave with the officer's permission.
- ❑ Be prepared to show officer your InstantCab app, personal insurance, and InstantCab commercial insurance.

Ride

Accidents / Car breakdown

- ❑ Call police/ambulance/tow truck as necessary.
- ❑ As soon as safe & permissible, call Support.
- ❑ Make sure rider is OK. Allow them to make another ride request.
- ❑ Exchange insurance information as necessary.

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- ➔ Pull over to the curb to drop off riders. Do not let them out while you're in the middle of the road where they can get hurt or where you will block traffic.
- ➔ To report a rider with dangerous or rude behavior, or any issues with your app, please call Support when the ride is over. If at all your safety is at risk, **call us right away**.

PostRide

Test Your Knowledge – Interactive Quiz



InstantCab Safety

Where should you pick up your rider?

- a. Anywhere in the middle of the road if there is a crosswalk.
- b. Away from traffic, at the curbside.
- c. Double parked, in front of their address, with the hazard lights on.
- d. On the corner when you're stopped at a red light or stop sign

In which cases must you notify InstantCab?

- ☐ If you get a new car you want to use for InstantCab
- ☐ If your insurance company changes
- ☐ If you get a flat tire en route to a customer
- ☐ If you get a new car seat.

In which cases can you refuse to pick up a rider?

- ☐ If the rider is so drunk that they appear to be dangerous
- ☐ You don't like how the rider looks
- ☐ You forgot that you have an errand to run
- ☐ Your car seats 4 passengers, and there are 6 waiting for you

Test Your Knowledge – Interactive Quiz



InstantCab Safety

What should you do if the police pulls you over en route to a rider?

- a. Pretend you don't drive for InstantCab even if the police asks to see your app.
- b. Quickly remove InstantCab branding from your car before the police see it.
- c. Call Support ASAP to notify us you're late or won't be able to pick up the rider.
- d. Try to evade police so you can pick up the rider.

What should you do if you have an accident while the rider is in your car?

- ☐ Call Support when safe
- ☐ Call the police or ambulance if necessary
- ☐ Tell the rider to leave quickly and safely
- ☐ Ask the rider to help you fix your car

Where should you drop off a rider?

- a. Anywhere in the middle of the road if there is a crosswalk.
- b. Away from traffic, at the curbside.
- c. Double parked, in front of their address, with the hazard lights on.
- d. On the corner when you're stopped at a red light or stop sign.

Email us for with any questions or concerns at drivers@instantcab.com, don't be shy!

Contact InstantCab Support



- Call Support at 650-241-8294 (support button is in the menu button in the app) with urgent concerns or questions.
- Email Support at drivers@instantcab.com for non-urgent concerns or questions.